



ANIMAL SERVICES

Weatherford Parker County Animal Shelter Volunteer Handbook

Striving to improve the bonds between humans and their animals through
effective outreach and customer service.

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Acknowledgements

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- **Dr. Lisa Welch**, *Life Sciences Department Chair, Weatherford College*

January 2019

Weatherford Parker County Animal Shelter Volunteer Handbook

Welcome from the Director

Dear Volunteer:

Welcome to the Weatherford/Parker County Animal Shelter (WPCAS) Volunteer Program. We are excited and pleased to have you join our team, and we thank you for donating your time as a volunteer to give an animal a second chance. As a volunteer, you are an asset to our organization and to the many dogs and cats that need loving homes. YOU are what makes this program a success!

It is the City of Weatherford's hope that through the WPCAS Volunteer Program, we can enhance the ability to promote animal awareness within our community by educating the public about responsible pet care, ownership and safety. We want your volunteer experience with us to be safe, fun and beneficial to all.

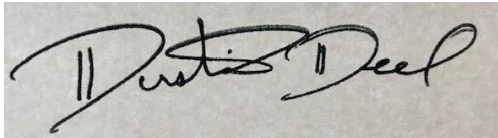
Your volunteer experience will begin with a 4-part orientation which includes a series of 4 short videos, an in-person orientation, facility tour, and finally, an initial training shift with a volunteer mentor. This Volunteer Handbook is meant to serve as a guide and be used as a reference tool to assist you in your volunteer work. It contains information about our programs, philosophy, key policies and procedures and guidance for you to follow to ensure that our animals and customers receive quality service from the Shelter.

Walking a dog, socializing with a cat, assisting a customer, providing a clean shelter environment, giving an animal a bath or a pat on the head can have a huge impact on the lives of all our shelter animals. It is uplifting to see how dogs and cats respond to

the love they receive while they are at the shelter. We hope that the time you spend here will be as rewarding to you as it is to the animals you care for.

We look forward to meeting you, getting to know you and working together with you. Remember, the staff is here to help as you begin your volunteer journey. Please do not hesitate to ask for assistance as you learn and grow with us.

Sincerely,

A handwritten signature in black ink that reads "Dustin Deel". The signature is written in a cursive, flowing style.

Dustin Deel, MBA, PMP

Director of Municipal and Community Services

City of Weatherford | Municipal & Community Services

802 East Oak Street, Weatherford, TX 76086

P: 817-598-4188



Organizational Overview

Mission Statement

The Weatherford Animal Services division strives to improve the bonds between humans and their animals through effective outreach and customer service.

Purpose and Goals

The purpose of the Weatherford/Parker County Animal Shelter Volunteer Program is to:

- promote a healthy and responsible pet community and to educate the public about responsible pet care, ownership and safety for and around animals.
- teach quality care for the animals by allowing interaction between the volunteers and animals.
- provide opportunities for customers to interact and with animals at the shelter and to help encourage a responsible pet community.

Volunteering provides many opportunities to enhance both a pet's life, as well as the lives of those involved (volunteers, staff, customers, etc.) and expanding the quality of the animals stay while here in our care. Our goals are to:

- Humanely and temporarily house and care for adoptable animals
- Ensure public safety and enforce animal laws
- Provide a clean and safe environment for animals, staff, and the public
- Mitigate and manage epidemiological risks
- Handle animals with the least amount of restraint necessary
- Treat all animals with love and respect
- Return lost, or otherwise missing, animals to their owners
- Adopt unclaimed/adoptable animals into loving families
- Educate the public on responsible pet ownership

Core Values

We believe:

- every animal deserves to have its “Five Freedoms”:
 - Freedom from **Hunger and Thirst**;
 - Freedom from **Discomfort**;
 - Freedom from **Pain, Injury, and Disease**;
 - Freedom to express **Normal Behavior**;
 - and Freedom from **Fear and Distress**.
- in eliminating animal cruelty and animal overpopulation.
- in proactively working with the community and region to foster safe, healthy, and caring relationships between people and animals in our community.
- in building a responsible pet community and improves the animal culture between humans and their animals.

History

It is uncertain when the City of Weatherford first started addressing the animal control problem, but some of the earliest confirmation dates to the 1960s. The first documented impound facility was located at the landfill and consisted of three run-down stock pens that had been boarded up to hold impounded dogs. Citizens were allowed to take the dogs that they no longer wanted to the landfill and put them in these stock pens. At the end of the day, the landfill staff would go around and shoot the dogs and then throw them into the landfill. Thank goodness we have come a long ways since then. There was no formal adoption process.

In 1970, the pens were moved from the landfill and were somewhat improved; however, it consisted of nothing more than a three-sided metal cover with a cyclone fence. In 1984, Weatherford built its first actual building, which contained 15 kennels. The building was fabricated concrete and looked pretty good considering what it replaced. However, there was no hot water or air conditioner in the facility and summers would heat the interior to well over 90° F. One animal control officer was

responsible for all duties and the shelter was only open to the public from 4:00 p.m. to 5:00 p.m. Monday through Friday.

By 1989, the facility had deteriorated considerably. The adoption rate was less than 10% that fiscal year. The new shelter supervisor was concerned about the shelter and the welfare of the animals. A group of local citizens formed an association chartered as Friends for Animals. The shelter was temporarily closed, and Friends for Animals began raising money for the renovation process. Enough money was raised for a new floor, re-conditioned kennels, plumbing, heating and air conditioning, as well as for landscaping.

From July to September 1990, they completely renovated the existing shelter. Friends for Animals then contracted to operate the facility for the next two years. Friends for Animals did an outstanding job improving and operating the facility as well as educating the public and bringing attention to animal welfare issues. This was a catalyst for future changes. From that point on, the City and the citizens of Weatherford have sought ways to improve and expand the services both to the animals we care for and the citizens we serve.

In 2000, the City of Weatherford and Parker County entered into an agreement to operate a combined City/County shelter that would serve not only the City of Weatherford, but also the unincorporated area of the county. Through this combined effort, 48 additional kennels were constructed along with a new office. At this point, there were 78 kennels including one 15-kennel building utilized strictly for quarantined animals. The Weatherford/Parker County Animal Shelter is a healthy and friendly environment that is both efficient and attractive.

In 2001, with the cooperation of local veterinarians, the shelter began an on-site spay and neuter program. The City constructed a surgical room and outfitted it with the necessary equipment and supplies. Local veterinarians visited the shelter on a weekly rotating basis to conduct surgeries. During this time, the City employed Vet Techs who assist the contracted Veterinarian on all surgeries and ensures that the animals are

prepped and ready for surgery upon the veterinarian's arrival. Basic vaccinations, microchip and spay/neuter are provided for all adopted animals.

In 2004, the Weatherford/Parker County Animal Shelter had seven full time employees, one part time employee, one regular volunteer and at least five inmate trustees per day. The shelter consisted of seven buildings including one office and a horse barn. The Spay/Neuter Program continued to be a vital part of the Shelter's success. In this same year, the Shelter began implanting microchips in spayed and neutered animals. The microchip, implanted under the skin at the base of the animal's neck, helped identify pets that were lost from their owners. This procedure improved the success rate of reuniting animals with their owners.

In 2004, two local businessmen, Drew Springer, generously offered to match up to \$40,000 if the shelter could raise \$40,000 to start off a capital campaign for the animal shelter to raise funds required to build a new adoption building. Through generous community support and the hard work of the members of the Weatherford / Parker County Animal Shelter staff, the shelter met their goal in August 2005 by raising slightly over \$400,000. The WPCAS was able to construct a new adoption kennel and adoption office in 2007, which expanded the shelters holding capacity by another 24 dog runs. Then in 2008, the shelter was able to build yet another holding kennel with expanded capacity by 18 more large dog runs.

In 2011, the City of Weatherford entered into a cooperative agreement to provide animal services for the City of Hudson Oaks. During the same year, Parker County entered into a cooperative agreement to provide animal services for the City of Springtown.

Also in 2011, there was a pretty strong 'No-Kill' movement that forced the shelter to review its current operations and practices. The Live Release Rate was hovering in the mid-40 percent range and the community was up in arms.

During 2012 new management was brought in to take an objective view of the operations. The city quickly contracted with a third-party organization called Animal Lifeline, Inc. to conduct an operational assessment of the facility. Many suggestions were pointed out and the shelter quickly implemented nearly all of the recommendations. In only one year, there was a drastic increase in the LRR from 47% to 73%, as well as a noticeable increase in the overall health of the animals.

In 2013, city requested and received funding to do away with the inmate and trustee program and hired 5 Animal Care Technicians to properly clean the kennels and care for the animals. In addition, the city fully funded a program that would enable the shelter to vaccinate every animal upon intake into the shelter. The impacts of both changes on the animal health were astonishing. In prior years, it was not surprising to see 50-75 animal refunds for dogs adopted that wound up with parvo. As of 2018, there has not been a shelter case of Parvo being contracted at the shelter in over 4 years.

Knowing the operational changes played a big role on the shelter facilities, the City contracted with Animal Art, Inc. in 2014 to conduct a Facility Needs Assessment. The results came back that we had all the needed infrastructure, but nearly every aspect was busting at the seams. The Animal Shelter was operating beyond its facilities capacities. So in 2016, the city contracted with Cargill & Associates to assist in conducting a Giving Second Chances Capital Campaign to raise enough money to make components of the Facility Needs Assessment a reality.

The shelter has received numerous “excellent” ratings from the Texas Department of State Health Services (and formerly the Texas Department of Health) from 1998 to present.

Today, the shelter contracts with a veterinarian to ensure that all dogs and cats are spayed or neutered before leaving the shelter. The shelter has continued, annually, to improve the live release rates. Today, the Weatherford/Parker County Animal Shelter operates 101 large dog kennels, 13 puppy and small dog kennels, and 69 cat kennels.

Plan for Growth

In 2014, WPCAS conducted a needs assessment with Animal Arts to discuss short and long- range plans for expansion and renovations to WPCAS campus.

The needs assessment showed the following results:

- As the population of Parker County continues to grow rapidly, animal populations are expected to increase as well. The current campus does not allow for future growth in animal populations.
- The existing buildings need repair and eventual replacement.

In order to keep up with demand, WPCAS developed a multi-phase Strategic Master Plan for construction, renovation, and expansion of WPCAS facilities and positions WPCAS for an exciting era of service.

The plan will focus on:

- Improving the flow of animals, staff, and visitors;
- Improving the safety of all operations; and
- Providing spaces for new and expanding programs in a cohesive manner.

After the successful launch of a capital campaign, WPCAS started the construction process for new landscaping and a new surgery center. This capital expenditure has been funded, in part through contributions from the community.

The surgery center will be home to a newly anticipated, learning partnership with the Veterinary Technology Program at Weatherford College. Students will have the opportunity to engage in clinical learning at WPCAS. Students admitted into the Veterinary Technology Program are selected partly based on their history of working with animals and the desire to work with animals in a health care setting.

Areas Served

WPCAS provides service to the City of Weatherford, Unincorporated Parker County, Aledo, Hudson Oaks, Willow Park, and Springtown. Unincorporated areas include: Adell, Briar, Garner, Poolville, and Whitt

Areas we do not serve include: Agnes, Annettas, Azle, Brock, Cool, Cresson, Dennis, Millsap, Mineral Wells, Reno, Sanctuary, Goshen and Peaster.

Weatherford Animal Control Officers provide animal services for the City of Weatherford, Aledo, Hudson Oaks, and Willow Park. Parker County Sherriff's Department Animal Control Officers provide animal services for Unincorporated Parker County, Springtown, Adell, Briar, Garner, Poolville and Whitt.

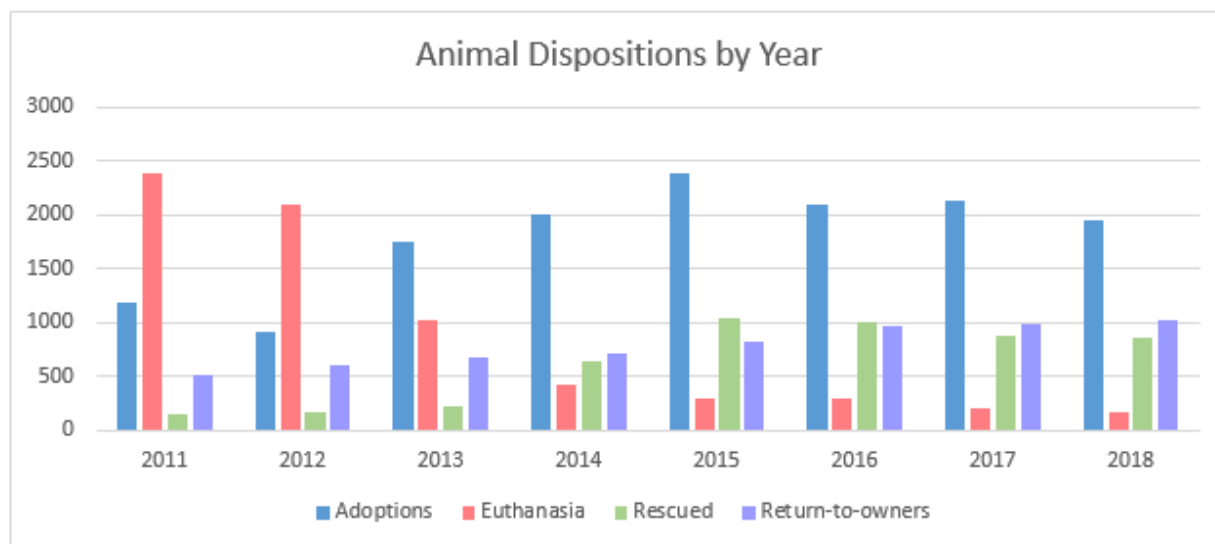
Statistics

It is estimated that 78 million dogs and 85.8 million cats are owned in the US. According to APPA (American Pet Products Association), 34% of dogs are purchased from breeders, while 23% of dogs and 31% of cats are obtained from animal shelters or humane societies.

Every year approximately 6.5 million companion animals enter US shelters and approximately 1.5 million shelter animals are euthanized annually (down from 2.6 million in 2011).

Each year, roughly 6,000 animals enter the Weatherford Parker County Animal Shelter.

Nearly 2,000 animals are adopted from WPCAS and close to 1,000 animals are returned to their owners annually. We've seen an average increase of 500 animals handled each year with over 500 people visiting the shelter per month.



In 2018, the shelter

- took in 5,697 live animals
- had 1,942 animals adopted
- had 1,031 animals returned to their owners

Funding and Resources

The Fiscal Year runs October 1-September 30. The city determines the budget. Planning begins in March and can take 6-9 months to process and approve funds for the next year. Donations are accepted for WPCAS programs in two ways:

- they may be designated for medical causes (such as a procedure for a particular animal when requested or the Trap-Neuter-Return program);
- or to the general (capital) fund.

In-kind donations are also welcomed. WPCAS accepts the following in-kind donations which can be brought or sent to the front desk during business hours:

- Quality dry dog/puppy and cat/kitten food (no “Old Roy” or “Gravy Train” please)
- Dog and Cat treats

- Training treats
- Cleaning agents such as: Clorox Fuzion, Original Dawn Dish soap, Laundry Detergent and Bleach)
- Exam Gloves
- Enrichment Toys
- Dog/Kitten Formula and bottles
- Potty Pads
- Leashes and Collars (no flexi-leads please)
- Blankets
- Paper towels
- Wire Crates (Large to X-Large please)
- Cat Litter

You can access our In-Kind Amazon Wish List here:

<https://www.amazon.com/gp/registry/wishlist/8XP3R5674F50>

We **do not** accept the following items:

- Paint
- Hazardous chemicals
- Tie out chains/pinch collars

All donations, whether monetary or in-kind are accepted at the front desk of the Shelter, or by mail. Monetary donations can be made in person, by mail or through our online portal on our website.

Our Programs and Services

Lost Pets- WPCAS sometimes retrieves lost/found pets. Pet owners often come into the shelter where the staff can take them to the kennels and look for their lost pet. All animals brought into the shelter are listed on the shelter [dashboard](#). If they need assistance, they can call 817-598-4111 and staff will try to determine if they have picked

up their animal. It is always best that the owner come into the shelter multiple times to look for their pet as well as to check regularly online through the shelter's dashboard.

If a pet has been picked up by the shelter:

A pet owner must provide a current certificate of rabies vaccination. A rabies vaccine must be given annually by a licensed veterinarian. If they do not have a current rabies vaccination certificate, they will be required to have one administered at WPCAS prior to their pet leaving for \$10.

Please refer to the entire City [Fee Schedule](#) to determine other possible costs associated with retrieving an animal from the Animal Shelter.

Microchipping- A microchip is a permanent form of identification that is implanted under the skin of a pet. Shelters, some pet stores and veterinary offices can read the microchip and get information about a pet. The shelter offers microchip implant services for a \$20 fee. Microchips are required for any dogs or cats reclaimed from the shelter.

Pet Identification- WPCAS takes in thousands of lost or stray animals each year. By ordinance, we are required to hold a lost or stray animal for 3 days if no identification is found on the pet or 5 days if the pet has identification (microchip or tags). Unfortunately, most of these animals have no ID of any kind, making it nearly impossible to find the owner. Surprisingly, many people never think to look for their pet at the shelter. Without ID, most pets never make it back home.

Trap Rental- Citizens or business owners of the City of Weatherford, Hudson Oaks, Aledo and Willow Park have the option to place a deposit for a live trap for animals at large or nuisance animals. The deposit is \$50, for a period of two weeks maximum. At that time, the trap will be returned, and if found to be in the same working condition, the deposit will be refunded. Traps are distributed on a first come, first serve basis.

How Does a Humane Trap Work?

A humane trap is a cage with a door on one end which can be lifted and set in place with a small hook. The door is connected to a flat metal trip plate on the bottom of the trap. The trap is baited by placing food at the back of the trap, past the trip plate. When an animal enters the trap, the weight of its paw on the trip plate triggers the door to shut behind it. The trip plate is far enough away from the door so that the animal is not harmed.

Trap Instructions

- Check the trap on a daily basis-Leaving an animal in a trap for an extended period without notifying Animal Control constitutes Animal Cruelty under the laws of the State of Texas, and is punishable by fines and/or imprisonment.
- Trapping is not allowed if temperatures are above 90 degrees or below 40 degrees; it is also not allowed during inclement weather such as rain, snow or sleet.
- Do not set the trap on the day before or the day of a holiday or a day we are closed. Do not lend the trap to any other person or remove it from your property. Responsibility for the trap is solely yours during this agreement, and you will be held responsible for any expenses incurred by Weatherford Parker County Animal Shelter to repair or replace the trap if it is damaged, lost, or stolen.
- Residents should call us at 817-598-4111 as soon as possible when an animal is trapped. They can leave a voicemail or tell the shelter employee your name, address, phone number and what is caught in the trap.

Barn Cat Program Many people in urban neighborhoods request that we trap and remove unwanted feral cats each month. The fate of a feral cat is more often than not, euthanasia. The WPCAS's free Barn Cat Program is structured to help remove feral cats from urban areas and relocate them to more functional environments.

Barn cats go out in pairs, we can do 2, 4, 6, etc. depending on the size of property and number of barns/shelters on your property. People do not get to choose the sex or color of cats they get. The cats are feral and are not handled prior to their surgery and release to their new homes. All cats will be spayed or neutered, vaccinated, and have an ear notched prior to being released. An ear notch is a procedure that is done during surgery where a small V shape is taken out of the tip of the right ear. This is done for identification purposes, it lets everyone know that the cat has already been altered. Even though a barn cat will hunt rodents, snakes, and other small pests it must still be fed and have access to water.

How it Works

Once an interested party has left their information with the shelter, they will be contacted to schedule when the cats can be placed. The cats will then be delivered and placed in cages at the barn site for an adjustment period of two weeks. Barn cats may be picked up from the shelter if prior arrangements have been made with staff and if you can properly accommodate them. We will provide (when available):

- 2-3' cages are secured together with zip ties (6' space)
- Litter at one door/food at the other door
- Crate inside for cover

While caged, the cats become familiar with the sights, sounds, and smells of their new environment. Cages should be set up where the feral cats will be fed after release. Owners will have to be cautious not to allow the cats to escape when giving food and water. If they escape too early, they may get lost.

After 1 week, doors are opened, and cats can leave at will. Cages are normally left at the barn for a few days to a week after release. Once you are confident your cats are familiar with his/her surroundings you may bring the cages back to the shelter. If you are unable to get the cages to the shelter, please call so we can have them picked up.

Cats are territorial creatures. They will usually maintain a home base once their scents have been established, a continuous food source is provided, and they feel safe. A group of cats placed in a barn can travel to multiple neighboring barns but should always return to their home barn for food and relaxation.

Supporting a barn cat is the safest way to control the rodent and snake population in your barn. There are no poisons for children and pets to get into and no need to set nasty traps.

Once released, you should immediately begin to see less critters and their droppings in your barn or stable. Often the cats will even “pull in” the rats and mice into their cages during the relocation period.

Trap-Neuter-Return – Trap-Neuter-Return (TNR) is the only proven method of reducing the unwanted feral/community cat population problem. The shelter offers TNR services on Tuesdays and Fridays where citizens of our service areas can bring in up to two cats per residence (must be securely housed in separate carriers or traps) for spay/neuter services. TNR cats will be spayed/neutered, vaccinated, and given an ear notch during surgery and are required to be picked up same day before close of business. This is a program that requires donations to continue.

Animal Placement – It is the goal of the Weatherford Parker County Animal Shelter to rehome animals in the best possible home within the shortest amount of time. Though staff tries its best to give each animal a safe and comfortable stay while in the shelter, it is known to be a stressful place for animals while they are in shelter care. The Weatherford Parker County Animal Shelter supports the responsible, ethical rescue of companion animals and their placement into a home environment that will allow them to flourish. Any breach of our policy or unprofessional conduct by a placement partner/adopter will result in immediate suspension of partnership/adoption privileges.

Animal Control - The Weatherford/Parker County Animal Shelter's primary responsibility is to provide animal control for the City of Weatherford and contracted areas. This includes enforcing animal related laws, ensuring humane care, managing epidemiological risks as well as ensuring public safety. There are times when WPCAS will make decisions regarding an animal's disposition that is mandated by either a judge or made considering previous issues that occurred prior to an animal entering the shelter.

WPCAS Position Statements

Rabies

Rabies is an infectious virus that attacks the nervous system, and eventually, the brain causing death. It is carried by wild animals such as bats, raccoons, foxes, coyotes and skunks and affects only mammals. Rabies is transmitted through the bite of a rabid animal but also can be spread by the saliva encountering contact with an open wound or broken skin.

Owners should make sure their pets are current on their rabies vaccination. It is the only way to protect them from this deadly virus and Texas State law requires it. If a pet bites a person, the pet must either be euthanized and sent for rabies testing or be quarantined for 10 days in a state approved rabies quarantine facility at the owner's expense.

Spay/Neuter

WPCAS believes spaying and neutering are the most effective ways of overcoming the companion animal overpopulation crisis. Mandatory spay/neuter procedures prior to adoption are supported within WPCAS and in cooperation with the State of Texas, other humane societies, and veterinarians. We support and practice early-age (pre-pubertal) sterilizations.

Euthanasia

Euthanasia is an unfortunate but necessary part of the work carried out by animal shelters across the country and a topic that most people would rather not think about. While it is probably the most difficult subject to understand, it is a very real part of the work conducted by animal shelters. Countless dogs and cats are brought to private and public animal shelters annually because they are unwanted, abandoned or lost. While an animal shelter may work very hard to place each of the animals they take in, there are always some that are either suffering, not savable or treatable and those that have temperaments that are not considered safe for the public. In addition, there may be times when a facility is running at full capacity and unsuccessful in placing animals in an adopted home or with a placement partner.

Euthanasia is a last resort and is typically used due to space requirements or health/behavior reasons. Because as animal lovers, we all share a common goal for the pets in our community, we want them to have a warm place to sleep, good food to eat, a loving family, plenty of exercise and regular veterinary care. Unfortunately, there are times when this outcome may not be achieved.

The decision to euthanize an animal is made after carefully evaluating the following issues: the animal's health conditions and our ability to treat a sick or injured animal, the animal's temperament and if adequate space is available to isolate sick animals, as well as housing and caring for all animals in our possession.

If the decision is made to euthanize an animal, a trained staff person who possesses a state certification to perform the procedure will work with an assistant and administer a lethal injection of sodium pentobarbital. This method is widely considered the most humane and painless euthanasia procedure. The animal is held by the assistant who speaks to the animal in a gentle manner during the procedure.

It is unfortunate that this procedure must be conducted, and it is no doubt very difficult for our staff. This task requires our staff to cope with both emotional and psychological challenges. Knowing that these challenges exist, we ask you to respect what our staff

deals with and to be sensitive if talking about the topic. We do not want to add to our staff's challenges by insinuating that they are the "bad guy", "culprit", "murderer" or reason why this task is performed.

Physical Address

Weatherford Parker County Animal Shelter

403 Hickory Lane
Weatherford, TX 76086

Phone: 817-598-4111

Fax: 817-598-4118

Email: animals@weatherfordtx.gov

Hours of Operation

Public Hours

Tues, Thurs, & Sat

11:00 am - 4:00 pm

Wed & Fri

11:00 am - 6:00 pm

Closed Sunday and Monday

Phones Answered

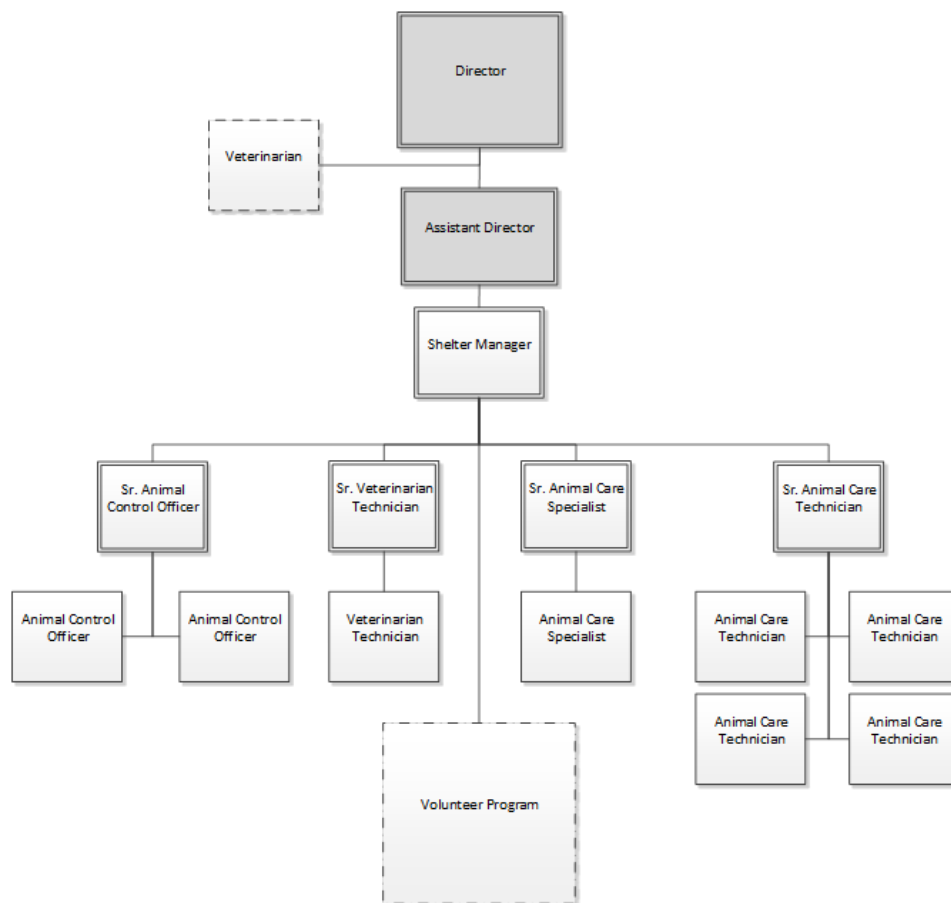
Tuesday - Saturday

8:00 am – Close

Staff are onsite every day of the week from 8:00 am – Close. This includes non-public hours. Volunteers are welcome and encouraged to work onsite on any of these days once a volunteer has reached 10 volunteer hours. Volunteers are asked not to arrive

prior to 9:00 am to allow animal care technicians a chance to clean kennels without interruption.

If a volunteer arrives at the shelter during non-public hours, the side entrance to the left of the public gate should be utilized. On non-public days, volunteers cannot volunteer past 3:00 pm due to lack of staffing during the 3:00 to 4:00 time period (holidays, Sundays and Mondays). Volunteers may work Sundays and Mondays 9:00 am until 3:00 pm while adequate staff is onsite.



WPCAS Staff

Municipal and Community Services

Organizational Chart (1/24/19)

Community Partners

WPCAS maintains critical partnerships with the community to promote animal adoptions, increase awareness about WPCAS services, provide space for training and presentations, co-sponsor events and provide education on animal care.

Community Partner Role in Volunteer Program

Community Partners can be non-profits or public sector agencies that join us in promoting our mission. These partners provide support, advertising, host events, donate to the shelter and volunteer with the shelter. Details of how partners work with volunteers can be found in the Chart of Accountabilities located in the Appendix.

Criteria

To become a Community Partner, the entity must be:

- a non-profit or public sector agency,
- willing to promote our mission alongside their own,
- serve or wish to serve animals and owners in need,
- willing to serve people from all walks of life,
- willing to abide by policies and procedures,
- have no conflicts of interest.

Partnership Support

WPCAS will work with partners to provide and relay timely information, assist with event planning and scheduling.

Partnership Review and Evaluation

Occasionally, volunteers will be asked to provide feedback on the performance of a partner agency.

The Volunteer Program

Overall Policy on Utilization of Volunteers

The achievement of the goals of this agency is best served by the active participation of citizens of the community. To this end, WPCAS accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities. All agency and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

WPCAS Philosophy of Volunteer Involvement

Volunteers are valued as an essential part of accomplishing the WPCAS mission. Through their unique skills and talents, volunteers augment the work of paid staff and expand our services far beyond our agency doors into new and diverse communities in need. We see volunteers as enhancing the customer service experience and serving as ambassadors and spokespeople on WPCAS' behalf.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to Weatherford Parker County, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as respected co-workers, the right to effective supervision, the right to appropriate involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of WPCAS.

Volunteers are not liable when acting in good faith & within official scope of duties of their job descriptions. WCPAS will remain in compliance of the Federal Volunteer Protection Act (VPA) & Texas Good Samaritan laws

<https://www.nonprofitrisk.org/app/uploads/2017/01/state-liability-laws.pdf> .

Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management and volunteers, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

The policies will be updated annually through the following procedure:

Step 1: WPCAS Task Force reviews and provides updates

Step 2: Animal Services Manager reviews and approves

Step 3: Director of Municipal and Community Services reviews and approves

While the policies are reviewed annually, WPCAS reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

Changes to or exceptions from these policies may only be granted by the Animal Services Manager with final approval from the Director of Municipal and Community Services, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Animal Services Manager with approval from the Director.

Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken on or on behalf of WPCAS, and to all departments and sites of operation of WPCAS.

Scope of Volunteer Involvement

Volunteers may be utilized in many programs and activities of WPCAS and serve at appropriate levels of skill as determined by the Animal Services Manager. Volunteers should not, however, be utilized to displace any paid employees from their positions.

A scope of volunteer service description will be provided to every individual outlining the general policies and procedures for volunteering. Each general description will include:

- a. Team Impact
- b. Key Responsibilities and Roles
- c. Location
- d. Time Commitment and Length of Appointment
- e. Skills and Qualifications
- f. Training and Support
- g. Benefits for Volunteers
- h. How to Join
- i. Who to Contact

(See Appendix – Volunteer Job Descriptions)

Diversity and Inclusion

Anyone who is interested and qualified can volunteer with WPCAS, regardless of their background, physical ability, or work experience, provided they are sixteen (16) years of age and pass a background check. Our (human) customers come from all walks of life including diversity in race, color, religion, gender, sexual orientation, gender identity, age, disability status, national origin, genetics, and we believe that our volunteers and staff should equally reflect the differences in those we serve.

We provide foreign language support to all customers and make sure that we and our partners comply with ADA laws. We make every attempt to create 508 compliant documents. Our diversity makes us a stronger program overall.

Paid Versus Unpaid Work

Paid workers are WPCAS employees who are compensated monetarily and work either full or part-time for the City of Weatherford. Their role is mainly to ensure animal

safety and promote adherence to shelter operations. Paid staff must comply with City of Weatherford personnel policies, procedures as well as local and state law.

Unpaid workers are WPCAS Volunteers, who are not compensated monetarily but may be rewarded through recognition events, gifts or tokens of appreciation. Their role is mainly to provide animal enrichment and offsite assistance with events.

Employees as Volunteers

The agency does not accept the services of staff as volunteers. However, family members of staff are allowed to volunteer with the agency. When family members are enrolled as volunteers, they can be placed under the direct supervision or within the same department as other members of their family who are employees.

Volunteer Schedule and Holidays

The following are City Council and Municipal Utility Board approved holidays and will be observed by both staff and volunteers, however, as staff must still care for animals during the holidays, volunteers can serve during the adjusted time periods for each holiday.

New Year's Day	January 1
Martin Luther King, Jr. Birthday	Third Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Thanksgiving Friday	Fourth Friday in November
Christmas Eve	December 24
Christmas Day	December 25
Birthday	

If a holiday falls on Saturday, it will be observed on the preceding Friday; if a holiday falls on Sunday, it will be observed on the following Monday.

Boundaries and Volunteer Protections

Volunteer-Paid Staff Relationships

Consensual relationships between volunteers and paid staff, and specifically between a supervisor/manager and a volunteer may at some point lead to unhappy complications and significant difficulties for all concerned -- the volunteer and employee in the relationship, other employees, the supervisor/manager and the City of Weatherford. Any such consensual relationship may, therefore, be contrary to the best interests of the City of Weatherford and its' employees. Accordingly, the City of Weatherford discourages such relationships and any conduct such as dating between volunteers and employees that is designed or may reasonably be expected to lead to the formation of a consensual relationship.

If a consensual relationship between employee and volunteer should develop, it shall be the responsibility and mandatory obligation of both individuals involved to promptly disclose the existence of the relationship to the Animal Services Manager.

The Animal Services Manager shall immediately review the **CONSENSUAL RELATIONSHIP AGREEMENT AND ACKNOWLEDGEMENT OF HARASSMENT AND DISCRIMINATION – FREE WORKPLACE POLICY** form with the involved employees and place a signed copy in the Personnel Files of the involved employee and volunteer. This policy shall apply equally to both the employee and volunteer in a consensual relationship without regard to the sexual orientation of the participants.

Volunteer Protection by City of Weatherford

Volunteers are covered by the same insurance as the City of Weatherford employees, under the Texas Municipal League Intergovernmental Risk Pool. Details of coverage can be found in the Appendix- Volunteer Endorsement to Interlocal Agreement.

Required Reporting and Paperwork

Why is Reporting Important?

We ask everyone to make a commitment to submit his or her the paperwork they are responsible for in a timely fashion. We are held accountable for the work we do and the public funds we receive. Our forms are short, and the data we collect is not overly extensive, but it helps us keep track of how we are doing. The information you collect helps us demonstrate your valuable contributions and our achievements as a team. Reporting about our work is also required by the agencies that provide us grant funding.

Required Forms

Refer to the Volunteer Job Descriptions for which records are required for each volunteer position (located in the Appendix).

Timesheets

Volunteers should log in their hours after each shift in the Better Impact database by starting timeclock immediately upon arrival and clocking out upon departure from your role. Volunteer hours are counted monthly and primarily used for statistics for grants.

Shelter Guidelines

Shelter Layout

Office – Staff offices, public reception area, break room, restrooms, Veterinarian/clinic area, and sign in area for volunteers and visitors.

Building A – Houses dogs and cats available for adoption. Building A contains a separate puppy/small dog room and a cat room.

Building B – Houses dogs available for adoption. Building B contains a room used for food storage and a bathing area as well as a room for new intake cats. Cats in the cat intake room are on stray hold and is a staff only area, unless otherwise approved.

Building C & D – Houses new intake dogs. These dogs are on stray hold and is a staff only area, unless otherwise approved.

Building E – Sick area for dogs that come in ill or become ill and need to be isolated from healthy dogs.

Intake Building – County staff office and new intake processing area.

Play Yards – Areas for dogs to run off-leash, play with toys and interact with people.

Livestock Areas – Pasture/pen areas used by county to hold livestock animals. These areas are off limits to all volunteers and the public.



Public Information

Any information produced for the purpose of distribution to the general public must be reviewed and approved by the Animal Services Manager prior to being distributed. Volunteers are required to maintain a high degree of confidentiality regarding active cases; therefore, conversations regarding such animals are prohibited.

CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOG/ CAT REGISTRATION INFORMATION. Information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an

address, telephone number, or other personally identifying information of an owner of a vaccinated animal, is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control services or animal registration services for the governmental entity for purposes related to the protection of public health and safety. Therefore, volunteers who may help with paperwork, filing or data entry tasks, must be careful with this information and use it for its intended purposes only.

Animal Control and Health Records Retention

WCPAS follows the records retention policies set forth in Part 5 of the Attorney General Public Information Act Handbook which is adhered to by WCPAS staff.

Handling of Animals

Dogs: All dogs, when removed from a confined area, will have a leash attached to their collar or around their neck. Be sure the leash is firmly secured around the dog's neck before leading it out of the kennel. Hold the leash in your hand **at all times** to prevent the dog from running free. Once the dog has entered the outdoor play area and provided it is the only dog in the play area, the leash may be removed. If a second dog enters the play area, both dogs should be leashed. Animals that are on hold and not ready for adoption should not be handled by a volunteer, only Weatherford/Parker County Animal Shelter staff. Volunteers should only enter areas containing animals that are up for adoption, i.e. Kennel A, Kennel B, Puppy Room, or the cat adoption room.

Cats: All cats should be picked up with caution by grasping the back of the neck and the hind legs supporting the body when removing it from the cage. Cats available for adoption may be removed from the cage and placed on the floor provided the door to the small animal room is closed. Only one (1) cat at a time will be allowed out of the cage. Anytime you may move a cat from one area to another (such as from the adoption room to the front office) always secure the cat in its hide box or in the cardboard adoption box that the adopters will receive to take their new pet home in.

Injured/Sick Animals: Volunteers should not handle ANY injured or sick animals. If a volunteer notices an injured animal, they should immediately notify a Weatherford Parker County Animal Shelter staff member.

Animal Information

Information regarding a particular animal is kept on the kennel door, mostly contained in a packet. Here are the signs/cards you will see and read when working with our shelter animals.

Kennel Card:

50

Weatherford/Parker County Animal Shelter
 403 HICKORY LANE
 Weatherford, Tx 76086
 Phone: (817) 598-4111

KENNEL CARD

Animal Profile

Pet Name	JEWEL
Species	DOG ID# 50938
Primary Breed	CHIHUAHUA
Crossbreed	MIXED BREED
Age	ADULT
Gender	FEMALE NOT STERILIZED
Color	TAN
Size	SMALL



Case Information

Case ID	02-20-2016 1	Status	ADOPT AVAILABLE
Shelter ID/Kennel		Re-evaluate	02-26-2016 12:00:00 AM
Arrival Date	02-20-2016	Collar Type	BANDANA
Arrival Reason	STRAY	Collar Color	PINK
Transport	ADO PICKUP	License	
ADO	RYAN KING	Vacc ID	
City/County	PARKER COUNTY	Microchip	
Condition	FAIR	Registration	

Notes
 No Notes



spay & neuter your pets!
 Printed using Shelter Pro

Animal Profile Section

Pet name – Name assigned to animal upon intake

Species – Either dog or cat along with an ID number assigned in the database

Primary Breed – Dominant breed noticed in animal

Crossbreed – Any possible additional breeds noticed in animal

Age – Either Senior, Adult, Young Adult, Puppy or Kitten (When animal is spayed/neutered, the vet will try to determine a more accurate age and it will be written on the “I Can Go Home Today Card”)

Color – Primary and secondary colors

Size – Small, Medium or Large (When animal is spayed/neutered, the animal will be weighed, and weight will be written on the “I Can Go Home Today Card”)

Case Information Section

Case ID – Intake date

Shelter ID/Kennel – Will show the originating kennel the pet was placed in upon intake, however, is not updated throughout the animal’s stay

Arrival Date – Intake Date

Arrival Reason – Stray, owner surrender, citizen turn-in, etc.

Transport – How animal arrived i.e. ACO Pickup, owner, citizen, etc.

ACO – Name of Animal Control Officer

City/County – Weatherford, Parker County, or originating city/area

Condition –Overall assessment of animal upon intake

Status – Available or not available (the kennel card is not typically changed when the animal is moved up so it will usually read Not Available.

Re-evaluate – Date denotes stray hold and staff determines if adoptable.

Collar Type – Identify collar upon intake, if present

Collar Color – identify color of collar on intake, if present

License – Rabies Tag number if present on intake

Vacc ID – Rabies number if present on intake

Microchip – Indicate microchip if present when scanned on intake

Registration – N/A

FB – Handwritten in upper left corner indicates updated photos for sharing on Facebook are complete

I Can Go Home Today Card:

Completed when the animal has it's spay/neuter surgery. Information includes:

Name

Approximate Age

Weight

Spayed or Neutered and date of surgery

Assessment Card:

1. How manageable was this dog in general?
☐ Green dot
☐ Yellow dot
☐ Orange dot
☐ Red dot

2. General activity level?
☐ Low ☐ Medium ☐ High ☐ Very High

3. Does this dog seem house-trained?
☐ Yes, went urgently ☐ Yes, went while out ☐ Unknown

4. How was this dog on leash?
☐ Walked well, did not pull ☐ Fearful, tried to back out
☐ Pulled some ☐ Panicked, flailed around
☐ Pulled hard ☐ Chews, tugs leash

5. This dog seems friendly with...
☐ New people ☐ Small dogs we saw
☐ Baby/toddler we met ☐ Large dogs we saw
☐ Kids over 5yrs ☐ Dogs passing on leash
☐ Kids over 14yrs ☐ Cats we passed
☐ Other _____

6. What commands does this dog know?
☐ Sit ☐ Come ☐ Drop it / give
☐ Down ☐ Heel ☐ Stay
☐ Shake / give paw ☐ Place
☐ Other _____

7. Does this dog have a favorite game or job?
☐ Fetch ☐ Tug ☐ Rough-housing
☐ Swimming ☐ Agility ☐ Lizard or mouse chasing
☐ Other _____

8. Does this dog have a favorite toy?
☐ Tennis ball ☐ Squeaky toy ☐ Rope or tug toy
☐ Frisbee ☐ Stuffed ☐ Large ball
☐ None found
☐ Other _____

9. Notable behaviors, including differences outside of the shelter?

Gives an assessment of dog's personality, traits, characteristics, skills, energy level and any other pertinent information. To be completed by volunteers. Guides volunteers and potential adopters regarding dog.

In Surgery/Do Not Feed/Do Not Walk/Taking Photos:

Separate cards attached to kennel door with pertinent information regarding animal.

Walking and Handling Dogs

While some dogs that come to our shelter will be happy and easy to manage, some will not. Some may be afraid of their new surroundings, have an illness/injury/behavior issue and/or in pain or just never taught basic behavior skills.

Before entering buildings, be sure to sign-in the computer-based software located in the office. Take plenty of poop bags from one of the bag stations located at the office porch, outside volunteer barn and in front of Building B. Always pick up poop. Leaving waste on the ground is unsanitary, spreads disease and is bad for local water, not to mention it smells poorly.

Although most shelter dogs are friendly, it is important to take caution when interacting with a dog you are not familiar with. As a volunteer in an animal shelter, you are at risk for being scratched or bitten as with any animal under stress and unfamiliar with their environment.

- Do not attempt to handle a dog that shows aggression such as growling, snarling/snapping, or are overly fearful.
- Report any animal bites or serious scratches to shelter staff.

A & B house adoptable dogs available for walking and enrichment. The exercise, training and socialization provided to the dogs are essential for their physical and mental well-being. Dogs under 4 months old are not allowed on the ground as they still not fully protected by vaccines. They may be taken out of their kennel and held in your lap. The puppy/small dog room is in Building A. No dogs should be removed from their kennel without a lead.

When you enter the building, kennels are located on the left and right side of the building. Each side also has a coordinating Walking Chart. Check the chart to see what

dogs have/have not been walked. We ask that all dogs get a chance to get out of the kennel before choosing a dog that has already been walked. Senior dogs should get priority in walking as they are more likely to be waiting to relieve themselves. Once all dogs have been walked, feel free to walk dogs you would like to. Make note of dogs' personalities and traits as you walk them for future reference and add info to the Assessment Card hanging on kennel door. You may check to see if dogs know basic commands such as sit, shake, etc. It sometimes helps to check for commands a distance away from the distractions of the shelter. It is also helpful to take pictures and videos of each dog while on your walk to share with the volunteer group page in order to assist in making the collages.

When approaching a dog in a kennel to walk, adhere to the following procedures:

- Read the kennel card before handling.
- Check for an "I Can Go Home Today" card noting surgery date (recent surgery can be painful as well as affect mood). Check any other cards as well such as "Do Not Feed, Do Not Walk", etc.
- Read Assessment card to understand dogs' personality, traits and characteristics.
- Acknowledge a dog before approaching or entering a kennel.
- Approach dogs slowly, calmly and use a soothing voice; try not to tower over the dog.
- Do not handle any dog you feel uncomfortable with.
- Should any dog exhibit sign of aggression or difficult behavior, do not attempt to walk, inform office staff member.

When you have familiarized yourself with the dog's information, prepare to open the door to slip the lead over the dogs' head. If the dog is jumping and/or barking, wait until it has "four on the Floor" and/or is quiet before starting to open the door. If the unwanted behavior resumes, stop touching the door, close it and wait for the behavior to stop. You may have to take a couple steps back and stop looking at the dog or completely turn your back. Sometimes this takes several tries. You have to move quickly when the unwanted behavior stops – the second all four paws are on the floor,

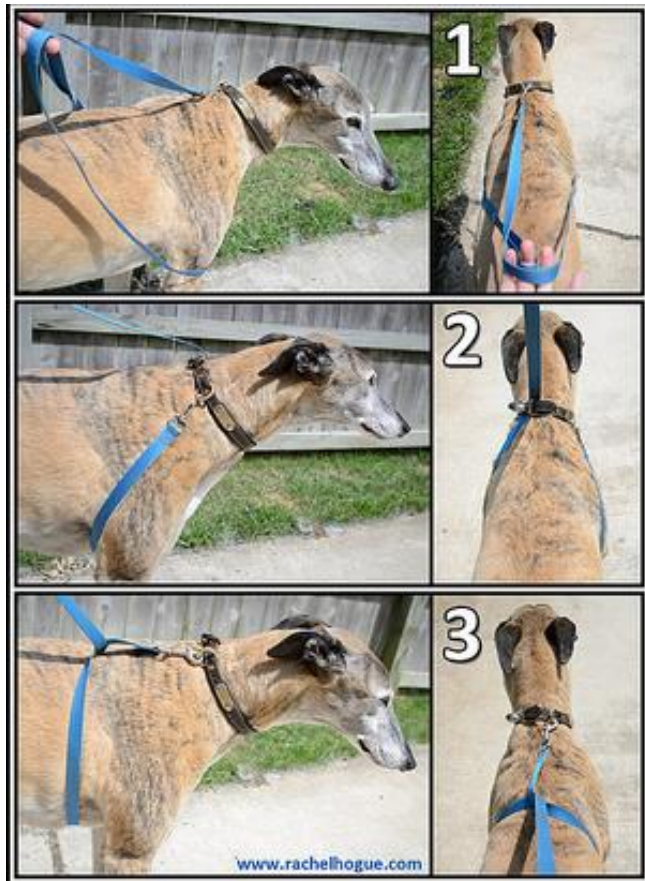
start moving into the kennel. It is amazing how quickly this behavior will stop if we are all consistent in our approach. You can also practice this 4 on the floor technique with dogs in the kennel that have already been walked with small treats. Dogs who sit nicely get a small treat, dogs jumping do not.

You are welcome to walk around the shelter property and out on the community walking trail that runs adjacent to the shelter once you complete 10 volunteer hours at the shelter. The shelter shares the grounds with the Animal Control Office of the Sheriff's Department. There are livestock pens around the shelter grounds. Keep dogs away from these areas and please DO NOT go in, handle, approach, or feed any of the livestock. Keep dogs a minimum of 10 feet from livestock areas. Each dog should get a minimum of a 20-minute walk, longer if you prefer. The walk not only provides exercise and physical stimulation but mental stimulation (enrichment) as well. 24 hours in the kennel is a long time. Some dogs do not like to relieve themselves in the kennel and have been holding it. Some may have soiled their kennel just enough because they could no longer hold it, but still have more to go.

- Discourage dogs from jumping (turn away until four on the floor).
- Discourage dogs from biting or mouthing on their leashes/leads and you.
- If you would like to assess for known commands such as "sit", "shake", etc., the trail away from other dogs sometimes provides a good environment for that.
- Do not allow dogs to eat something they find on the ground, consumption of some things such as poop can cause parasites and illness.
- Do not allow dogs being walked to come into contact with each other unless kenneled together.
- Always have poop bags to remove poop.

At times, you will come across some very strong dogs that pull you when on the lead. If you are not comfortable walking a particular dog, do not attempt to walk it. If you feel comfortable and would like to try and work with a strong dog on the lead, you can fashion the lead into a harness by following these simple steps.

- 1) Drape the excess leash below the dog's chest in front of the legs.
- 2) Loop the leash under the chest and up through the collar.
- 3) Loop the leash under the dog's chest and back up over itself. This makes handling the dog more manageable.



When returning dogs to their kennels, grab a biscuit/treat on the bench in the entryway. Enter the kennel with the dog, keeping the door closed, remove lead from over the dogs' head. Offer the dog the biscuit as a reward and while its attention is occupied with eating, exit kennel and ensure door latch is secure. If you're not sure if a dog takes treats gently from your hand, toss it on the ground, away from the kennel door. Mark the Walking Chart by checking dogs' corresponding kennel number to show it has been walked, with a dry erase marker. Use the dry erase marker to make any notations on the Assessment Card hanging on the kennel door. Sometimes their personalities change

once they get more comfortable at the shelter, cards should be updated to reflect this. Remember, what you write is visible to the public and can help an adopter in selecting a dog to look at.

Sanitize your leash in between dogs by spraying with the formula mixed (Chlorhexidine) in the spray bottles. Use hand sanitizer between handling dogs.

Greeting Dogs Being Walked

The high energy dogs you may have calmed through walking can become energized again if improperly greeted by a well-intended passerby, including fellow volunteers. If you choose to greet a dog being walked by another volunteer when you do not have a dog, try to be calm and encourage the dog to sit. Walker should also encourage the dog to sit.

Play Yard

The Play Yard is a great place to let a dog off-leash to run, play with toys, assess dog's skills or relieve itself. However, it is not meant to replace a nice walk with you. Many of the dogs need walk time with you to learn some basic behavior skills. Some dogs do better with a trip to the Play Yard before a walk, it uses up some of their energy from being excited.

The Play Yard is also a good place for adopters to interact with a dog off-leash. Be sure to verify it isn't occupied.

Try to limit your time in the Play Yard to 15-20 minutes. Be sure to pick up any poop. Only one dog in the yard at a time, unless dogs are kenneled together. Make sure the water bowl is full, especially during summer months and always make sure the gate is securely latched. Do not leave the dog unattended for any period of time while in the play yard. You may only take one to two dogs out at a time and each dog must be monitored and kept within view at all times to prevent injury or escape. Never leave any dog unattended in a yard.

Dog Health Board

In the front storage room of building B, is a dry erase board used by volunteers to notify staff of any health-related concerns (not for situations that need immediate attention) you notice in a dog. This could be tapeworms in stool, small, minimal amount of blood in stool, vomiting, diarrhea, etc. Record the date, dog's name, kennel number and condition witnessed. As the staff make notes from this board, they will erase the entry.

If you notice something particularly alarming, notify staff immediately. If you see something, say something. This board is for minor, non-emergency type issues.

Cleaning a Dog Kennel

Kennel Techs do an excellent job thoroughly cleaning each dog kennel every morning. At times, a dog will relieve itself after a Tech cleaning while waiting to be walked. If you are able to remove feces/urine from a kennel, the dogs will appreciate it a clean living environment. Use your poop bag to remove any feces present. Paper towels may be used for urine.

If the kennel is too soiled and will need further cleaning techniques involving hoses and/or chemicals, please notify one of the Kennel Techs.

Cat Care

Feline care and socialization allow cats to enjoy human contact and play while they wait for their forever homes. Caged cats also need time to roam and play. Shy cats can be helped to warm up to interacting with people, increasing their chance of adoption.

Although most shelter cats are friendly, it is important to take caution when interacting with a cat you are not familiar with. As a volunteer in an animal shelter, you are at risk for being scratched or bitten as with any animal under stress and unfamiliar with their environment.

- Do not attempt to handle a cat that shows aggression such as hissing, swatting or biting or are overly fearful.

- Report any animal bites or serious scratches to shelter staff.

Building A houses cats available for adoption. The cat room is the first room to the right when entering the building. Cats are kept in stacked kennels.

When approaching a cat in a kennel to remove, adhere to the following procedures:

- Be sure the cat room door is closed and the magnetic sign “Cats Are Playing” is in view on door.
- Read the kennel card before handling.
- Make note if there is an I Can Go Home Today card with surgery date (recent surgery can be painful as well as affect mood).
- Acknowledge a cat before entering a kennel. Approach calmly and use a soothing voice.
- One cat out of kennel at a time.
- Use hand sanitizer between handling cats.
- If you would like to use toys to play with cat, use toys from the specific cats’ kennel. Cats may not share toys that have not been sanitized in between cats.
- Keep cats out for 15-20 minutes to provide adequate play/exercise time.
- Try to keep them from contacting or interacting with one another.

Ensure litterbox is clean. Litter scoopers cannot be used between litter boxes without being sterilized. If blanket is wet or soiled, replace with a clean one. Place soiled blanket in can labeled “Dirty”, soiled toys as well. If there isn’t a toy in the kennel, choose a couple to leave in kennel with them.

Ensure the cats have water in their bowls. Do not feed cats, the feeding is done and monitored by shelter staff. Cats that are scheduled for surgery may have food and water bowls removed.

Be sure when placing cats back in kennels that doors latches are secured in the lock position.

Use hand sanitizer between handling cats.

Barn Cats

Barn cats are feral or community cats that are basically wild. They are not used to human interaction. Barn cats are adopted out to people specifically looking for a cat(s) to live on their property as barn cats. Feral cats play a very important role in the community, keeping it free from pests and mice and therefore free from snakes as well.

Barn cats are kept in a separate building that should be accessed by staff only unless specific permission is given.

Adoptions

Volunteers are encouraged to assist visitors when they come to look for a pet. There is a sign-in sheet located in the office that all visitors are required to log-in before going to look at animals. Visitors may only go into Buildings A and B when looking to adopt dogs, and only Cat Room A. Visitors who are looking for their lost pet must go through shelter staff to inquire about a pet in stray hold in Buildings C, D, E or Cat Room B. Only shelter staff may take visitors in these buildings.

Ask visitors if you can help them. Let them know you can provide information regarding the dogs, such as what size of dog they are looking for, what they want in a pet (kids, athletic person, laid back person). After walking dogs, volunteers have great insight as to their qualities. It should also be noted on the Assessment Card. If a visitor just wants to look on their own, that is allowed, let them know you or any volunteer are available should they have any questions.

Take dogs out of the kennel for visitors, when able. Allow them to walk around with them. Offer the Play Yard as an option to interact. We don't want to rush an adoption, it's best to make a good connection for the person and the dog.

If a visitor decides to adopt, put the dog back in the kennel and take the whole plastic casing from kennel door (Kennel Card, I Can Go Home Today cards enclosed) and take to the office with them, leave the dog or cat in the kennel. Give the casing to the staff at desk and let them know visitor is adopting. If there is a line at the desk, you may give

the adopter the casing and adoption paperwork necessary to complete to get them started. Check back in 5-10 minutes. If adoption is being approved, allow adopter to select a collar and leash that are in the office at no cost. Add a toy or two that fit the dog being adopted. Go get the dog being adopted from the kennel. If available, use your cell phone to capture a picture of the adopter and pet together. Post it to the WPCAS Team Facebook page to let everyone know of the adoption, we all love to celebrate these events. Page administrators then share to The Friends of Weatherford Shelter, for the public to follow as well.

Around the Shelter

There are always other ways volunteers can help out around the shelter. Volunteers can clean the grounds of any trash or waste, sweep/mop the walkways in Buildings A & B, sweep sidewalks and porches, organize feed rooms or volunteer barn, etc. If you have an idea for a volunteer project, just ask staff, they welcome all the help they can get.

Networking the Animals

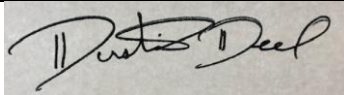
If you are a Facebook user, you can help network animals for adoption by sharing their photos and asking others to do so as well. We have many adopters who come to the shelter as a result of seeing an animal on Facebook. It is also helpful if you can capture video of dogs and cats you interact with, displaying funny, cute, obedient, or otherwise positive behavior, to post that to the WPCAS Team page. It will then be shared by page administrators to other publicly viewed shelter pages. Shelter pages are Friends of Weatherford Shelter Pets and Weatherford Parker County Animal Shelter.

Animal Transport

At times volunteers may be asked to transport a pet to an offsite event or may want to transport an animal to another animal welfare organization.

Volunteer Policies and Procedures

Professional Behavior

Subject: Dress Code	Number/Section: 502.1.01
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

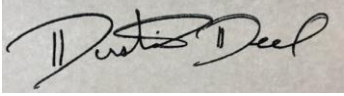
Policy Statement

Volunteers are expected to maintain their appearance and grooming while at the Weatherford/Parker County Animal Shelter or at any Weatherford/Parker County Animal Shelter sponsored event. Volunteers will be dressed and groomed in a manner that is clean, neat, and professional and that will not be a health or safety hazard or inappropriate. Proper dress is a necessity for public contact as it reflects on the person and the Animal Shelter. Volunteers will not be held to any personal appearance standard that employees are not held accountable to.

- Volunteer identification (provided by the City) will be worn at all times, while on duty at WPCAS or any WPCAS function. When not in use, volunteer ID badges should be stored in the front office on the badge rack.
- Volunteers must wear the provided WPCAS T-shirt during their shift.
- Any open shoes, such as flip-flops, sandals or bare feet are prohibited.
- Volunteers should wear jeans or long pants while working at the Weatherford/Parker County Animal Shelter to avoid injury from scratches or other items, even during warmer times of the year. No Short-shorts.

Procedures

Volunteers who do not adhere to dress code policies during their scheduled volunteer time will be asked to change or leave the building. Volunteers who repeatedly report to their shift out of dress code may face permanent dismissal.

Subject: Alcohol and Drugs or Illegal Activity	Number/Section: 502.1.02
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

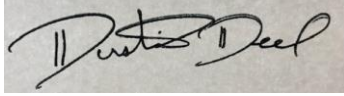
Policy Statement

The use of alcohol or other illegal substances, including the abuse of prescription medications, is strictly prohibited when performing your duties as a WPCAS volunteer. Working while impaired is not permissible at any time.

Any illegal activity is strictly prohibited.

Procedures

Should a WPCAS volunteer be caught under the influence of alcohol or illegal substances or performing illegal activity of any kind, they will be dismissed immediately.

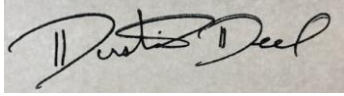
Subject: Sexual Harassment and Bullying	Number/Section: 502.1.03
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone involved. Sexual harassment and bullying of any kind will not be tolerated.

Procedure

Any volunteer who feels sexually harassed or bullied should speak to the Animal Services Manager who will work toward a resolution.

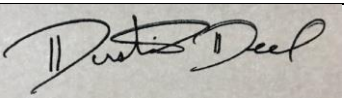
Subject: Lobbying and Affiliation with Political Parties	Number/Section: 502.1.04
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

While working on behalf of WPCAS, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status.

Procedure

Should this happen, volunteer will be given a verbal reminder and be directed to the policies if necessary.

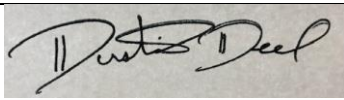
Subject: Attendance	Number/Section: 502.1.05
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

Volunteers scheduled to perform specific functions on an assigned day make a commitment to the Animal Services Manager.

Procedure

Volunteers who are unable to follow through with their assignment should contact the Animal Services Manager no less than 24 hours before the scheduled date. Volunteers who do not attend a scheduled activity repeatedly, will receive a warning and with continued abuse will be dismissed from the Volunteer Program.

Subject: Right of Refusal	Number/Section: 502.1.06
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

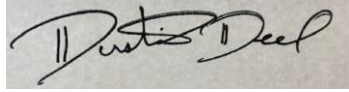
WPCAS also reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment of any other contractual right is created by these policies. Participation in any volunteer position of the shelter shall be open to any individual and no individual shall be discriminated against based upon race, color, religion, age, sex, national origin or physical, mental or sensory handicap, or on the basis of any other characteristic protected by law.

Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, unsuitable match of skills/attitude/behavior to services, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of WPCAS equipment or materials, mistreatment of customers or co-workers, failure to abide by WPCAS policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

Procedure

Should rejection of services occur, the volunteer will be informed and immediately dismissed.

If It Doesn't Work Out

Subject: Volunteer Discipline and Termination	Number/Section: 502.1.07
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

We Are Here to Support You

When performance issues arise, all volunteers have the right to honest and clear feedback from their volunteer coordinator, team leaders, and other staff about what is expected, your accomplishments, and how to improve, if needed. You also have the right to be given enough time to make adjustments.

If you do not clearly understand a specific policy or procedure, please be sure to ask your volunteer coordinator to provide some clarity. If you are struggling with a particular volunteer job, speak openly with your coordinator about what is troubling you. If you don't think you will be able to perform the tasks, ask to be reassigned. We will do our best to find another role that is a better fit for you.

Our ultimate goal is that our work together on behalf of the organization's mission is as effective and productive as possible. We appreciate your partnership in this effort.

Procedures

How We Help You Improve

We are committed to your success and try to offer enough training and support to ensure it. In fact, most volunteers do just fine.

If we believe you are struggling, or an issue arises with your performance, here is what we will do.

- **Step 1:** Your supervisor will have a conversation with you and let you know there is an issue. If it involved more than one person, you will meet together in person. They will work with you to find a solution that works for everyone.
- **Step 2:** If the issue isn't resolved, you will meet with your supervisor to create an improvement plan. They will clearly explain what needs to happen and decide together how to get there. You will both agree on a date to check in and get feedback on your progress. Your supervisor will ask you to confirm your commitment by signing your plan.
- **Step 3:** As agreed in your improvement plan, you will meet again to check in on progress. If all is good, you won't need to meet again. If not, your supervisor may update your plan. If so, you will be asked to confirm your commitment by signing your plan. This is also a good tie to re-evaluate whether service with our organization is the best fit for you.
- **Step 4:** If you are not able to meet the expectations agreed upon in your improvement plan, we will regrettably have to dismiss you. We don't often ask volunteers to leave. However, if that occurs, your supervisor and another staff person will meet with you and give you a written letter explaining why you are being asked to leave. We will ask you to sign it affirming that you understand its contents.

Reasons for Immediate Dismissal

In cases of gross misconduct, the right to progressive discipline, through the improvement plan process described above, will be waived.

Instances of the following behaviors, which are investigated and documented, will lead to immediate dismissal. During the investigation process, we may suspend your service until a determination is made.

- Sexual harassment
- Physical or verbal assault or abuse
- Alcohol or drug abuse while on the job
- Misuse of Commonwealth or local agency resources
- Discrimination
- Conflict of interest
- Other inappropriate behavior, on a case-by-case basis

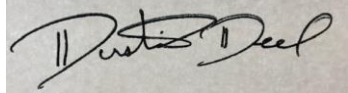
Your Resignation

Volunteers are valuable assets to our organization. At the same time, we understand that your commitment to us has a beginning and an end.

Please give your volunteer coordinator at least two weeks' notice before your last day. This helps us adjust the schedule and provide back up for the work you used to do. If possible, plan your end date, so your coordinator can recruit and train a volunteer to take your place.

Exit Interview

We conduct exit interviews with volunteers who leave under normal circumstances, please help us improve by participating and offering candid feedback.

Subject: Grievances, Complaints & Appeals	Number/Section: 502.1.08
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

The volunteer grievance policy is based on the fundamental values of fairness and respect for the individual. Our goal is that volunteers are able to quickly, reasonably, and safely resolve any conflicts that arise.

We encourage volunteers to do their best to resolve issues at the level they occur. We recognize this is not always possible. All complains will be given thoughtful consideration and will be treated as confidential. There are no negative consequences for raising an issue.

Procedures

Grievance Procedure

We strive to treat all volunteers respectfully and equitably. If you believe you are not being treated fairly, you are encouraged to do the following:

- **Step One:** Go to the person you are having the problem with and try to resolve the issue verbally, one-on-one.
- **Step Two:** If the issue cannot be resolved in this way, talk to your supervisor (if you did not speak with them in Step One) to see if it can be handled at their level.
- **Step Three:** If the problem continues, submit a formal, written complaint to the Animal Services Manager via email to awoolnough@weatherfordtx.gov.

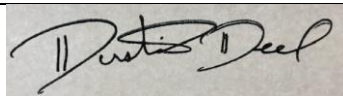
Be sure to explain all aspects of your issues clearly and truthfully, along with the names of all parties involved. The volunteer services director will get back to you within two business days with the status of their review.

They may need time for additional investigation, but will try to have a final response, with any next steps, in writing to you within ten business days.

- **Step Four:** If you are not satisfied with the response from the Animal Services Manager, you may submit a formal, written appeal to the Director of Municipal and Community Services via email to ddeel@weatherfordtx.gov.

Attach your initial complaint letter along with a clear explanation why you disagree. The program director will get back to you within five business days with a decision in writing. **The decision at this level will be final.**

Respect for Privacy

Subject: Confidentiality	Number/Section: 502.1.10
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

Personal Information of Volunteers, Staff, Clients and Animals

Respecting the privacy of our volunteers, staff, clients and animals is part of ethical conduct. Staff and volunteers should take care not to divulge personal information about volunteers, paid staff or clients – this includes any contact lists, information about their personal lives, addresses, phone numbers, email, or places of employment. This information is private and should be shared only with the direct consent of the individual. Personal information on volunteers, staff and clients should be password protected or filed in a locked cabinet and accessible only to the manager of volunteers.

The **Texas Public Information Act** is a series of laws incorporated into the Texas Governmental Code that serve to ensure the **public** has access to **information** held by the state government. This act protects certain pieces of information, therefore all requested information pertaining to owners, and dispositioned animals, adopters, rescues, etc. are NOT to be released unless approved by staff. If someone wants information, they are welcome to submit an open records request through City Hall or Online.

There shall be no inappropriate sharing of program data in database or reports with volunteers.

Staff and volunteers should also not to divulge sensitive information on the animals themselves. This includes specific information on their previous/current owners, status, health or behavior that may jeopardize the animals' safety. Animal medical records are protected information that should not be shared. Please give customers,

especially owners surrendering a pet, privacy to tell us about their issues. Bashing or bullying of owners, adopters, or surrenders will not be tolerated.

The City of Weatherford DOES NOT permit volunteers to release:

1. Rabies vaccination information, the law is very specific on this
2. Driver's License or state ID numbers
3. Motor Vehicle registration information, including license plate numbers
4. Social Security Numbers
5. Credit card or account/access device numbers

Procedures

If a customer, volunteer or employee asks for this kind of information, tell them you will pass on their request to staff for them to determine release of information.

Upon reasonable notice, and while accompanied by the manager of volunteers or her designate, volunteers may examine the contents of their own file.

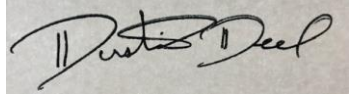
Inactive files will be maintained for a minimum of two years, after which time they will be destroyed in a responsible manner.

Also, to support better teamwork and mutual respect, please refrain from gossiping about co-workers and volunteer peers. We strive to create an environment that is safe and supportive for everyone, and gossip promotes misinformation and degrades morale within the team.

If you are unsure what information you can and cannot divulge about an animal or person, please consult the Animal Services Manager.

Ethics

Volunteering with WCPAS can be an extremely rewarding experience. Our volunteers provide a valuable service that our communities know they can count on. Over the years, our network of volunteers, staff, and community partners have built a reputation for sharing information that is accurate, complete, and unbiased. In order to maintain that reputation, we hold everyone -- whether they are paid staff or unpaid volunteer -- to the same ethical standards of conduct.

Subject: Conflict of Interest	Number/Section: 502.1.11
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

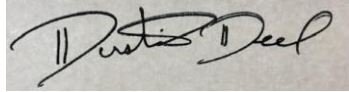
Policy Statement

It is the policy of WPCAS to avoid potential and actual conflicts of interest in all of our efforts. WPCAS abides by a board approved conflict of interest policy.

Shelter paid staff (employees) cannot volunteer for the shelter as they would be required to be paid overtime.

Procedures

Volunteers will receive a copy of this policy at their initial orientation. Certain volunteers with significant independent decision-making authority may be asked to complete and sign a conflict of interest statement at their initial orientation and annually thereafter.

Subject: Reporting of Mistreatment of Animals	Number/Section: 502.1.12
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

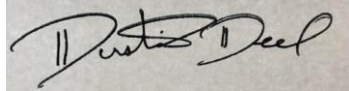
Policy Statement

We have a “zero tolerance” policy concerning the mistreatment of animals.

Procedures

If a volunteer is found to be mistreating an animal, the volunteer will be asked to resign from his or her volunteering duties immediately and the police will be notified. If a volunteer suspects animal abuse by an employee or other volunteer, they should report it immediately to Animal Control.

Representing WPCAS

Subject: Social Media	Number/Section: 502.1.13
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

The purpose of this policy is to help employees and volunteers, including board members, understand their roles and responsibilities at WPCAS regarding the implementation of communication technology including but not limited to: websites, social networking sites, personal networking sites, blogs and microblogs, message boards and chat rooms, podcasts and webinars, video sharing sites, texting and instant messaging, etc.

Policy Statement

WPCAS recognizes that employees and volunteers may engage in communication while on and off duty as appropriate for performance of their duties and/or for the advancement of our animal rescue mission. This policy applies to social media content – written, verbal and images - on the WPCAS social media (Facebook and other media) as well as information you post on your personal site(s) or on someone else's site on the Internet.

Employees and volunteers who engage in blogging or posting should be mindful that their comments, even if done off premises and while off-duty, could have an adverse effect on WPCAS's legitimate business interests, animal rescue mission and animal privacy interests. In addition, some readers may view you as a *de facto* spokesperson for WPCAS.

WPCAS depends on strong community support and good will. Our reputation is a valuable and important community asset. Please consider whether you are potentially damaging the agency, city or county's reputation before you post on any site,

especially if/when you identify yourself as an employee or volunteer of WPCAS. If you are uncertain, consult the Animal Shelter Manager before posting on-line.

To reduce the likelihood that your blogging or posting will have an adverse effect on WPCAS and the animals under our care, we require that you observe the following terms of use:

1. Your blogging/posting is subject to all of the policies in our Employee Handbook including "Employee Communications Policy", Volunteer Handbook and Volunteer Agreement.
2. Do not create or share internet media communication that negatively impacts the WPCAS brand or reputation.
3. Do not discredit, disparage, challenge or defame the mission, services, public policy positions, operational or animal status decisions of WPCAS. Do not reveal any confidential or proprietary information about WPCAS.
4. Do not criticize individual staff or volunteer performance (by name, title or role.) Do not disclose the name or any personal identifying information of any staff or volunteer without his/her permission.
5. Do not discuss the behavior, history or medical records of animals in our care and custody that are involved in criminal proceedings.
6. Do not discuss the behavior, medical condition, behavioral status, adoption or euthanasia status of animals in our care which could negatively impact that animal or of other animals in our care.
7. Do not post information that adversely reinforces negative shelter or breed-specific stereotypes.
8. Do obtain permission from the Animal Services Manager prior to posting the WPCAS logo, trademark, proprietary graphics, and photographs of the shelter, events, employees, volunteers, staff or animals.
9. Do create content or forward positive compelling content about animal rescue that builds support for the adoption of animals in our care with permission of the Animal Services Manager. Obtain permission before naming or referencing any animal in our care or before soliciting material of financial support for WPCAS.
10. When commenting on policy issues for which there is no official WPCAS position statement, make it clear that you are speaking for yourself and not on behalf of the organization. Write in the first person and do not use your work e-mail account.
11. Support WPCAS position statements on issues and public policy/legislation, but do not represent the organization as a spokesperson in the traditional media or on-line media without permission of the Animal Services Manager.

12. Do not use social media for internal workplace communications, including but not limited to any disagreements or differences in the workplace.

13. Do not create or share Internet media communication that violates any local, state, federal or international laws and regulation. This includes uploading, posting or e-mails that: impersonate/misrepresent, infringe on copyright laws, and contain obscene or defamatory content, forward unsolicited/unauthorized (spam, junk mail, chain letters), and knowingly create or transmit software viruses, worms or other disabling codes.

14. This Policy pertains to external communication and does not negate nor limit employee protection under WPCAS's internal "Open Door" policy.

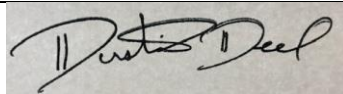
Procedures

WPCAS will regularly monitor the content of all of its social media sites. WPCAS may restrict, block, suspend, terminate, delete or discontinue any employee or volunteer's access to WPCAS-sponsored Internet media sites at any time, without notice and delete postings.

Should WPCAS encounter negative or inappropriate content, the following steps will be taken:

- **First Warning:** Animal Shelter Manager will inform the volunteer if they deem inappropriate or negative material has been posted and review guidelines with them for posting appropriate content. Content will be removed.
- **Second Warning:** If volunteer posts negative or inappropriate content a second time, Animal Shelter Manager will inform the volunteer and revoke posting privileges.
- **Third Warning:** If the problem continues with the same volunteer, Animal Shelter Manager may reserve the right to dismiss the volunteer.

Employees and volunteers should immediately report any misuse of social media postings to their supervisor so that action can be taken. Reports of misuse will be kept confidential. Supervisors should address any public negative attitudes with staff or volunteers in a way that promotes open dialogue and resolution.

Subject: Agency Approved Materials	Number/Section: 502.1.14
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

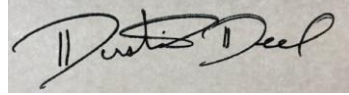
Outreach and marketing materials can be obtained through the shared shelter computer drive. Volunteers are allowed to create their own materials (e.g. flyers) to promote WPCAS programs within the community, as long as they are approved by the Animal Services Manager before posting and distributing. WPCAS strives to maintain brand consistency throughout its communications using a preset style guide and official logo.

Procedures

Before designing promotional materials, a volunteer must request the WPCAS pre-approved guidelines (including logo, branding and terminology) from the Animal Services Manager. WPCAS volunteers should comply with the guidelines when designing materials.

Before distribution, the volunteer must submit the materials to the Animal Services Manager for approval. If materials are not aligned with WPCAS guidelines, the author will be instructed to make the corrections.

If additional marketing materials or supplies are needed through an order request, volunteers should ask the Animal Services Manager to put in an order.

Subject: Customer Service Standards	Number/Section: 502.1.15
Revision Date: February 1, 2019	Effective Date: February 1, 2019
Approved By: Dustin Deel	Signature: 

Policy Statement

Volunteers should be courteous of staff requests and adhere to directions at all times. Ask questions if clarification is needed. Volunteers should be polite and respond courteously when speaking with visitors and customers.

Procedures

- The Animal Services Manager should be contacted if there has been a negative confrontation between volunteers and/or staff members.
- If unsure of an answer, policies, or procedure, please ask the Animal Services Manager. If they are not currently available ask the supervisor or senior team lead on duty.
- If a media representative approaches you while at WPCAS, direct them to the Animal Services Manager.

Volunteer Recruitment and Selection

Volunteer Qualifications

WPCAS encourages applicants with the following qualifications and are outlined in the WPCAS volunteer recruitment webpage:

- Commitment to WPCAS mission and goals.
- Positive and friendly attitude to people and animals
- Willingness to promote and advocate for WPCAS
- Commitment to follow the policy and procedures of the WPCAS
- Ability to work with staff, volunteers and visitors
- Ability to meet the minimum monthly volunteer commitment of four (4) hours per month
- Be at least 16 years of age

Volunteer Duties

Weatherford/Parker County Animal Shelter volunteers assist Animal Services personnel with daily operations and with special events. Duties may include, but not required:

- Walking, cuddling, playing with, socializing, training, bathing and grooming the animals
- Assisting visitors with information and paperwork for animals ready to adopt
- Assisting front desk and customer services
- Helping market and advertise the shelter
- Providing outreach and public education opportunities for our community
- Cleaning the animals' cages and/or kennels
- Cleaning and organizing food storage area
- Sweeping/mopping/cleaning
- Attending offsite pet adoptions
- Promoting the shelter in a positive way

Volunteer Opportunities

The following volunteer opportunities exist at WPCAS (categorized by Function). Detailed descriptions can be found in the Appendix.

- **Customer Care Team**
 - Team Leader(s)
 - Customer Service
 - Phone & Email Reception
 - Data Entry & Filing
 - Adoption Counseling/Guides

- **Animal Care Team**
 - Team Leader(s)
 - Enrichment Coordination
 - Cuddling Kitties
 - Walking Dogs
 - Supervising Playgroups
 - Grooming
 - Barn Cat Help
 - Transporting Animals

- **Communications & Marketing Team**
 - Team Leader(s)
 - Creating & Evaluating Marketing Strategy
 - Photography
 - Copywriting & Graphic Design
 - Posting to Social Media
 - Updating Website
 - Writing Volunteer Newsletter/Update Emails

- **Volunteer Welcome Team**
 - Volunteer Applications & Intake
 - Volunteer Orientation & Training
 - New Volunteer Mentors
 - Volunteer Team Leaders

- **Community Education Team**
 - Speaker's Bureau
 - Community Tables/Booths

- **Community Outreach & Networking Team**
 - Off-Site Event Coordination/Leaders
 - Off-Site Event Assistants
 - Community Ambassadors

- **Vet Clinic Team**
 - Surgery Assistants
 - Clinic Assistants
 - Rehabilitation Assistants
 - Data Entry

- **Animal Intake Team**
 - Intake & Data Entry Assistants

Volunteer Recruitment

Both WPCAS staff and local partner staff are responsible for volunteer recruitment. Whenever possible, official WPCAS volunteer recruitment marketing materials should be used. Volunteers shall be recruited without regard to race, color, national origin, gender, age, marital status, sexual preference, and/or disability. Volunteers may be

recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

Volunteer Screening

Interested applicants should complete an application online through the WPCAS website (preference) or request and submit an application at the front desk of the shelter. All applicants will be subject to a thorough review of the application, criminal background check, interview, and reference checks.

Screening of WPCAS volunteers involves assessing three areas of suitability –

- 1) The alignment of volunteer's values & beliefs with WPCAS norms, values, and mission
- 2) The match between volunteer capabilities (knowledge, skills, and abilities), preferences, and the team tasks currently needed by WPCAS
- 3) Completion of a criminal background check

After an application has been submitted to the Animal Services Manager, a background check will be conducted for all interested volunteers. The volunteer will be responsible for a \$5 administrative fee. The background check is submitted to Human Resources who will inform the Animal Services Manager when and if the applicant has cleared. All volunteers must be cleared by the City in order to attend the Orientation Training.

Volunteer Interviewing

If the applicant passes the criminal background check, the Volunteer Welcome Team will interview all volunteer applicants in person, over the phone, or via video chat.

Interviews will include gathering the following information. They will also be used to answer questions and gently address any misconception about volunteering.

- What are the causes they feel passionately about?

- What are their “must have’s” and “non-negotiables”?
- What brings them the most joy, and why this volunteer opportunity makes sense in their life?
- Have they met the agency’s minimum qualifications? If not, why?
- What skills they would like to share?
- How they feel about the agency’s euthanasia policy?
- How the volunteer reacts to specific situations (e.g., if they disagree with the staff’s evaluation and plan for an animal)?

Volunteer skills will also be checked against the minimum qualifications for all volunteers, regardless of role. Some will be covered in Orientation Training. However, if at the end of training it is determined that a volunteer cannot demonstrate these skills on a consistent basis, they will not be placed with a team.

Once completed, the volunteer’s references will be checked and if approved by the Animal Services Manager, the volunteer will RSVP to attend an initial orientation.

Volunteer Appointment and Placement

Volunteers must meet the following criteria before they may be appointed:

- Be at least 16 years of age (note: under age children are welcome under adult supervision and are not allowed to walk dogs or solely handle animals)
- Complete Volunteer Application
- Complete all appropriate waivers of liability and release forms
- Be in generally good health
- Complete Orientation Training
- Complete any other required training for role
- Shadow with a volunteer mentor

Volunteers will have the opportunity to meet team leaders and supervisors at the orientation training. The Volunteer Welcome Team will also assist in helping them decide which team would be the best match.

At the close of the in-person orientation session, volunteers will be asked to commit to their first scheduled shift.

Upon placement, all volunteers must have a designated employee supervisor that they can contact if they have questions or concerns. In most cases that person will be the staff person assigned the volunteer team.

Once a volunteer has signed their agreement (waiver form) and committed to their first shift, they are appointed as an official WPCAS volunteer.

Volunteer Orientation and Training

Volunteer Orientation

Volunteers' sense of confidence and efficacy affects the depth of their engagement and their willingness to serve. So, one goal of the WPCAS Volunteer Orientation is to help volunteers feel more confident in their abilities.

The second is to help volunteers make social connections and find potential friends within their class. Getting to know your activities will help volunteers from different background understand their commonalities. Facilitated social bonding will also help increase follow through and retention rates.

The Volunteer Orientation will begin with a 4-part series of videos viewable through Better Impact. These videos should be completed independently before the in-person orientation and includes resources to download (including the WPCAS Volunteer Handbook). The videos will cover the following topics:

- Getting to Know WPCAS
- Keeping Everyone Safe: Humans and Animals Alike
- Maintaining Customer Service Standards
- Planning Your Volunteer Involvement

The In-Person Volunteer Orientation will include the following:

- Why Volunteering Makes Sense to You
- Examples of Our Mission & Values in Action
- Team Norms
- Key Policies & Procedures
- Checking In & Out
- Meet Your Team Leaders
- Why Your Time Matters
- Q&A and Shift Signups
- Facility Tour

At the Orientation, volunteers will hand in their Volunteer Agreement & Liability Waiver and will discuss their interests through the Volunteer Interest Worksheet. Volunteers will sign up for their first shift with a Volunteer Mentor at the end of the orientation.

Volunteer Basic Training

Volunteers will receive a WPCAS T-shirt and Volunteer Badge on the first day of their shift and are expected to wear them at all volunteer shifts.

New volunteers will be matched with either a volunteer or staff mentor for job shadowing during their first shift. The mentor will support the volunteer by reviewing and training the volunteer according to the shadowing check list.

All volunteers will receive basic training for their volunteer role as outlined in their job description (see Appendix) by the appropriate Team Leader or Animal Shelter Manager. Volunteers should follow all safety procedures and animal handling guidelines outlined in this handbook. Questions should be directed to your Team Leader or the Animal Shelter Manager.

Volunteer Update Meetings and On-going Training

Volunteers are encouraged to attend the monthly update meetings which are determined by the Animal Shelter Manager. This is an opportunity for volunteers to ask about topics of interest, network with other volunteers and problem-solve.

Occasionally, we may provide an in-service training on topics such as proper animal handling, animal education, review of procedures, industry leading speakers and continuing education opportunities. Some training sessions may require mandatory attendance depending on the volunteer role. Other training sessions may be optional. Each training that a volunteer attends will help them advance to a higher Volunteer Team Level.

Volunteer Supervision and Evaluation

Volunteer Supervision

The following staff is responsible for supporting volunteers in these ways:

- Animal Care Team – Senior Animal Care Specialist
- Customer Care Team – Senior Animal Care Specialist
- Front Desk Team – Senior Animal Care Specialist
- Communications and Marketing Team – Animal Services Manager
- Community Outreach Team – Senior Animal Care Specialist
- Volunteer Welcome Team – Animal Services Manager
- Barn Cat Program – Senior Animal Care Specialist
- Networking Team – Animal Services Manager
- Animal Intake Team – Senior Animal Control Officer
- Vet Clinic Team – Senior Veterinary Technician
- College Interns – Senior Veterinary Technician

It is also important to understand and surface what expectations volunteers and employees bring to the table. To ensure full satisfaction of the volunteer experience, supervisors will support volunteers in the following ways:

- Ask about expectations during volunteer orientation
- Make implied social contracts clear in the volunteer agreement
- Develop team norms, put them in writing, and revisit them each time they meet with volunteers

Working Conditions for Volunteers

WPCAS will provide the following to volunteers so they can carry out their volunteer duties successfully:

- Free parking in the WPCAS lot
- Check-in desk

- Team Leader to check in with
- Rack for Volunteer Badge
- Place for supplies
- Break Room
- Restroom
- Volunteer Barn available for storing valuables and for personal use
- Any other conditions specific to the volunteer role
- Any ADA required accommodations specific to the volunteer, if needed
- Desk and computer to use (if part of their role)

Outreach and marketing materials can be found in the shared shelter drive. Before using, make sure you have the permission of the Animal Services Manager. General supplies to fulfill volunteer duties can be retrieved in the proper locations as shown during the initial training. If supplies are out, volunteers and staff should consult the Volunteer Supervisor for restocking and replenishing.

Volunteer Program Evaluation

A 30-day survey will be administered via automated email, to be sent from the Better Impact database one month after the volunteer's first shift. The survey will assess each volunteer's current level of engagement and to gather feedback and suggestions for improvement. The results will be reviewed on a monthly basis in order to quickly address any volunteer issues that arise.

An annual survey will be sent each year to assess the key motivations of volunteers, to gauge their experiences with any new policies, to gather suggestions for improvement, and to capture testimonials that can be used in volunteer recruitment. The results and next steps will be reported to volunteers and employees.

Volunteer Support and Resources

Additional support and resources for volunteers can be found on the Better Impact portal.

Volunteer Support and Recognition

Communication with Volunteers & Partners

WPCAS sends monthly newsletters to volunteers via email. These newsletters contain important operations updates, changes/updates to our volunteer program and general news and are intended to keep volunteers in the know and engaged throughout their service. In addition to monthly newsletters, staff or Team Leaders may send general or targeted email updates/information to volunteers regarding shelter, program or specific volunteer roles.

Volunteer Perks

Some of the perks offered by WPCAS to volunteers include:

- Time with animals who need love and attention
- Continuing education lectures by staff members and field experts
- Career experience
- Seasonal parties and gatherings
- Free Volunteer T-shirt

Volunteer Recognition

Volunteer recognition is an important part of how we show our appreciation for donated time and achievements. WPCAS strives to provide a culture where volunteers can feel safe, supported and valued.

Staff recognize volunteers informally by:

- Expressing gratitude in person for both effort and achievement
- Following a “20-10 Rule” (if someone comes within 20 feet of you, they get a smile and a wave. If a person comes within 10 feet of you, they get friendly, verbal hello)
- Sending birthday messages via the Better Impact database
- Sending special team shout-outs via the Better Impact database

WPCAS also celebrates volunteers in more formal ways through:

- Occasional parties and events
- The WPCAS Annual Volunteer Recognition Event – Special recognition will go to individuals and teams (both paid and volunteer) that have exceeded expectations and promote the Shelter’s values and customer service standards.

Training for Staff Who Support Volunteers

Aside from making a palpable difference in the lives of those they serve, there is nothing more gratifying to a volunteer than to be supported by a competent supervisor.

Training will be offered to leaders that help them evolve and gain confidence and will include the following areas:

- Providing feedback about achievements (confirming feedback)
- Coaching around performance issues (corrective feedback)
- How to write a “power thank you”
- Identifying potential volunteers for leadership opportunities
- Supporting volunteer recognition and retention

Volunteer Tax Deductions

Volunteers can take advantage of tax reductions for time donated, mileage reimbursement, in-kind donations. WPCAS is happy to provide you with a receipt or report on time, items or cash donated to help you with your tax planning.

Reimbursement of Expenses

WPCAS does not offer reimbursement of expenses. If there is a specific item you need, please ask a staff person.

Volunteer Leadership Development

We believe volunteers thrive on new experiences and the opportunity to be challenged in order to grow their personal and professional skills. As they deepen their knowledge of the mission and needs of WPCAS and its customers, they grow more capable and confident.

Therefore, we've developed a framework with which volunteers can logically progress through greater levels of authority and accountability, if they are willing and able. The following is an outline of WPCAS' leadership development pathway. Below is a list of teams and requirements for each level of involvement.

Technical training, beyond the Volunteer Orientation, will be provided for intermediate and advanced roles.

Level	Volunteer Teams	Training Required	Team Leader(s)
Beginner <i>Min Length of Service:</i> 0 months	<ul style="list-style-type: none"> • Animal Care Team • Customer Care Team 	Orientation trainings	<ul style="list-style-type: none"> • Senior Animal Care Specialist
Intermediate <i>Min Length of Service:</i> 6 months	<ul style="list-style-type: none"> • Communications & Marketing Team • Volunteer Welcome Team • Community Education Team 	TBD	<ul style="list-style-type: none"> • Communications & Marketing Team (Animal Services Manager) • Volunteer Welcome Team (Animal Services Manager) • Community Education Team (Senior Animal Care Specialist)

Advanced <i>Min Length of Service:</i> 1 year	<ul style="list-style-type: none"> • Barn Cat Team • Community Outreach & Networking Team • Vet Clinic Team • Animal Intake Team 	TBD	<ul style="list-style-type: none"> • Barn Cat Team (Senior Animal Care Specialist) • Community Outreach & Networking Team (Animal Services Manager) • Vet Clinic Team (Senior Vet Tech) • Animal Intake Team (Senior Animal Care Specialist)
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Appendices

- Volunteer Policies
- Volunteer Job Descriptions
- WPCAS Volunteer Agreement & Liability Waiver